

#### **4.0 City and County of Honolulu Non-discrimination Policy**

##### **4.1 City and County of Honolulu Non-Discrimination Policy Statement**

The City and County of Honolulu has adopted the following Non-Discrimination on the Basis of Disability Policy. The Department, in implementing its programs and services, operates in accordance with this policy:

*The City and County of Honolulu does not discriminate on the basis of disability in admission, access to, or operation of its programs, services, or activities.*

*The City and County of Honolulu does not discriminate on the basis of disability in its hiring or employment practices.*

*Questions, concerns, complaints, or requests for additional information regarding compliance with the **Americans with Disabilities Act** may be forwarded to:*

*ADA COMPLIANCE COORDINATOR  
Office of the Managing Director  
City and County of Honolulu  
530 South King Street, #306  
Honolulu, Hawaii 96813  
523-4745 (Voice)  
527-5166 (TTY)*

*If you encounter barriers (physical, communication, or other), please contact the ADA Compliance Coordinator so that services may be made available to you.*

##### **4.2 City and County of Honolulu Grievance Procedures for Complaints of Disability Discrimination**

The City and County of Honolulu has adopted the following grievance procedures for complaints concerning disability discrimination:

*It is the policy of the City and County of Honolulu to provide equal access for all person, regardless of disability, to the services, activities,*

programs and facilities of this county.

It is also the policy of the City and County of Honolulu to encourage the informal resolution of complaints or grievances including those which are based on alleged disability discrimination. An attempt shall be made to resolve such matters through informal means at any stage of processing.

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in employment practices and policies or the provision of services, activities, programs, or benefits by the City and County of Honolulu.

The complaint should be made in writing and contain information about the alleged discrimination. It also should include the complainant's name, address, phone number, as well as the location, date and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available upon request for persons with disabilities.

Complaints should be submitted by the grievants and/or their designee to:

ADA COMPLIANCE COORDINATOR  
OFFICE OF THE MANAGING DIRECTOR  
CITY AND COUNTY OF HONOLULU  
530 SOUTH KING STREET  
HONOLULU, HAWAII 96813  
TELEPHONE (808) 523-4745 (VOICE)  
(808) 527-5166 (TTY)

Within ten working days after receipt of the complaint, the City ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within ten working days after the meeting, the City ADA Coordinator will respond in writing and, where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the City and County of Honolulu and offer options for substantive

*resolution of the complaint.*

*All written complaints received by the City ADA Coordinator and their responses will be kept by the City and County of Honolulu for at least three years.*

#### **4.3 Department of Parks and Recreation Non-Discrimination Statement**

The Department of Parks and Recreation has adopted the following non-discrimination statement which is placed on Department applications and notices to the public:

*The Department of Parks and Recreation, City and County of Honolulu, is committed to making all its programs and leisure services accessible to everyone, including persons with disabilities. If you have a need for reasonable modifications, please call your local park or Therapeutic Recreation Unit at 522-7034 V/T.*

ADA Facilities Compliance Program 9/96 Subj.726 Ref. DPR Facilities Development: *To have all programs and facilities comply with or exceed the American with Disabilities Act (ADA) requirements within resources and site limitations.*

#### **4.4 Designation of DPR ADA Coordinator**

John Reid, Planner VI, is the designated ADA Coordinator for the Department of Parks and Recreation. Questions, complaints and/or concerns may be routed to:

Department of Parks and Recreation  
650 S. King St.  
Honolulu, Hawaii 96813  
Phone: (808) 523-4183 (V) 523-4182 V/T Fax: 523-4054